

ABSTRACT

A system is disclosed for facilitating speech recognition and transcription among users employing incompatible protocols for generating, transcribing, and exchanging speech. The system includes a system transaction manager that receives a speech information request from at least one of the users. The speech information request includes formatted spoken text generated using a first protocol. The system also includes a speech recognition and transcription engine, which communicates with the system transaction manager. The speech recognition and transcription engine receives the speech information request from the system transaction manager and generates a transcribed response, which includes a formatted transcription of the formatted speech. The system transmits the response to the system transaction manager, which routes the response to one or more of the users. The latter users employ a second protocol to handle the response, which may be the same as or different than the first protocol. The system transaction manager utilizes a uniform system protocol for handling the speech information request and the response.

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